



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ESD BUSINESS PROCESS ANALYST II	38	B	12.133
ESD BUSINESS PROCESS ANALYST I	36	B	12.132

SERIES CONCEPT

ESD Business Process Analysts are located in a central administrative program staff support section of the Employment Security Division (ESD) and apply knowledge of the agency's program areas to assist the Department's Information Development and Processing Division with information systems analysis and design. Incumbents provide technical expertise regarding ESD programs and serve as team members and leaders involved in automated system development and enhancement. This series is distinguished from the ESD Program Specialist series by the focus on business process analysis in relation to the agency's automated systems. Positions allocated to this series must spend at least fifty percent of the time on information technology projects/systems.

Serve as a subject matter expert regarding ESD programs and activities; identify work processes that may be automated; define potential benefits of proposed system or deficiencies to be corrected in the existing system; analyze information regarding the impact of changes in State, federal, or departmental policy on automated systems and procedural processes within program area.

Develop and document business and functional requirements for proposed projects; develop work/data flow diagrams that illustrate and describe functional processes of the system including identification of required interfaces to external systems/entities; define and document data definitions and relationships to be used in the foundation of systems development; and track project progress and costs.

Prepare automated system test plans; document and review test results to assess the accuracy and completeness of program code; consult with programmers regarding the technical requirements, clarifications and logic, and deficiencies of programs.

Prepare end user procedures; develop training material and train staff on the use of the system/software either individually or in a classroom setting; monitor quality assurance for a variety of ESD programs.

Research and evaluate computer hardware and software needs; initiate system work requests and work with programming staff to test and support implementation of system changes; develop transition plans; devise and implement procedure modifications; develop procedural alternatives in the absence of properly operating software; assist data processing staff in developing bridging specifications to program areas that interact with computer processes and output; prepare documentation for the computer system manual.

Design, develop, manage, and maintain databases, electronic forms, Web applications, and Web site information program areas and special projects/events.

Analyze and interpret new and revised federal and State laws and regulations; participate in program planning, budgeting, quality assurance, procedure development and evaluation, and training development and presentation for a variety of ESD programs related to unemployment insurance benefits, employer unemployment tax contributions, and workforce investment services.

Perform related duties as assigned.

CLASS CONCEPTS

ESD Business Process Analyst II: Under general direction of an ESD Program Chief, incumbents are distinguished from ESD Business Process Analyst I positions by responsibility for long range, broad based planning for a variety of complex automated programs and policy development affecting major aspects of the work unit's activities/functions. Incumbents serve as project managers on Integrated Project Teams with responsibility for defining and managing the project scope and objectives; managing project funding, resource allocation, timelines, status reports, and implementation plans; preparing project justifications; implementing projects; reviewing work and providing technical and professional guidance to subordinate staff and contractors. This level is also distinguished from the lower level by supervisory authority for subordinate ESD Business Process Analysts and/or ESD Program Specialists.

ESD Business Process Analyst I: Under general direction, incumbents perform the full range of duties described in the series concept for multiple programs and computer applications.

MINIMUM QUALIFICATIONS

SPECIAL NOTES AND REQUIREMENTS:

- * In order to meet agency needs, some positions may require specialized experience which will be identified at the time of recruitment.
- * Some positions require a driver's license at the time of appointment.

ESD BUSINESS PROCESS ANALYST II

EDUCATION AND EXPERIENCE: Graduation from high school and four years of professional level experience in a related program area analyzing, interpreting, and implementing program laws, regulations, policies and procedure, two years of which included business process planning and analyses by applying recognized data processing concepts; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: system documentation principles; data processing concepts including general database, system security, data communication, and multiple platform strengths and weaknesses; business process planning and analysis. **General knowledge of:** basic principles and practices of training and providing procedural direction to others; project team dynamics. **Ability to:** plan, implement and maintain information systems on an agency-wide basis; perform feasibility studies/cost benefit analysis for information systems; set priorities which accurately reflect the relative importance of department and/or division goals and objectives. **Skill in:** researching, writing and presenting program plans, complex narrative and statistical reports, requests for proposals and speeches; interpreting and applying broad and ambiguous statutes and regulations to specific situations; establishing and maintaining project priorities, timelines and completion dates; providing technical and professional guidance to staff; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: the flow of internal and external information within the organization. **Working knowledge of:** ESD's organizational structure, functions, and business plan; State and federal laws, statutes, policies and procedures pertaining to the organization. **General knowledge of:** State personnel

MINIMUM QUALIFICATIONS (cont'd)

ESD BUSINESS PROCESS ANALYST II (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (cont'd):

rules for supervision of personnel. **Ability to:** forecast, analyze, and monitor project costs; supervise subordinate professional staff; evaluate performance, assess training needs, and recommend and document disciplinary actions; develop long range, broad based plans for a variety of complex programs; prepare project justifications. **Skill in:** coordinating various facets of highly complex programs with internal staff, community and business representatives, and political entities by determining the time, place and sequence of actions to be taken based on analysis of data.

ESD BUSINESS PROCESS ANALYST I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of professional level experience in a related program area analyzing, interpreting and implementing program laws, regulations, policies and procedures, two years of which included working with information technology staff to implement system changes; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: a variety of end-user tools and applications. **General knowledge of:** automated systems logic; data processing concepts including general database, system security, data communication, and multiple platform strengths and weaknesses; accepted practices and methods used in designing program reviews and evaluations. **Ability to:** perceive and define cause and effect relationships in business processes and automated systems; troubleshoot computer operating problems; analyze organizational and administrative programs, policies and procedures and prepare plans for revision; coordinate the exchange of information and opinions with others to formulate policy and procedures; apply multiple, complex program regulations, policies and procedures and select alternative methods that affect the manner and speed with which program activities occur; interpret and apply broad and ambiguous statutes and regulations; compute ratios, rates and percentages. **Skill in:** working with computer programming staff to test and implement computer systems changes; analyzing information, problems or practices to identify relevant concerns, patterns, tendencies, and relationships, and formulate logical conclusions; writing concise, logical, grammatically correct analytical reports; speaking on a one-to-one or group basis using appropriate vocabulary and grammar to obtain information, explain policies, procedures and persuade others to accept or adopt a specific opinion or action; negotiating, exchanging ideas, information, and opinions with others to formulate policies and procedures and reach consensus; organizing materials, information and resources systematically to optimize efficiency; developing, analyzing and interpreting program requirements for management or other agency staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: ESD policies and procedures in relation to other departments, agencies, organizations and business customers. **Working knowledge of:** work processes, laws, regulations and policies related to the assigned program area; information systems planning; automated information systems logic and its application to the program assigned. **General knowledge of:** applications development methodology, documentation standards, and disaster recovery. **Ability to:** interact with various levels of management on an agency-wide basis to resolve problems and make recommendations for improvement or system work requests; research and evaluate computer hardware and software needs; prepare documentation for the computer system manual; coordinate various facets of a highly complex program with internal staff, external clients and service providers by determining the time, place and sequence of actions to be taken based on the analysis of data; develop procedural alternatives to maintain programmatic responsibility in the absence of properly operating software; modify and/or adapt automated

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MINIMUM QUALIFICATIONS (cont'd)

ESD BUSINESS PROCESS ANALYST I (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (cont'd):

systems procedures or methods to improve business processes. **Skill in:** troubleshooting computer operating problems; analyzing computer user needs and developing appropriate solutions and requirements; researching and evaluating computer hardware and software needs; assisting data processing staff in developing bridging specifications to program areas that interact with computer processes and output; recognizing and assessing the impact of legislative actions on automated systems.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.133</u>	<u>12.132</u>
ESTABLISHED:	7/1/03P 1/10/03PC	7/1/03P 1/10/03PC